

CITY OF BEAVERTON

Programmer Analyst

General Summary

Provide support to assigned Department(s) on small to medium information technology projects. Make recommendations on and or design new or existing systems.

Key Distinguishing Duties

Develop database applications and supporting programs using various computer languages.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Identify and analyze departmental objectives, business processes, associated systems, functions, and customer requirements. Make recommendations for the redesign of small to medium existing systems or the creation/purchase of small to medium new systems.
2. Design, create, install, test, maintain, and document small to medium departmental systems. Prepare internal technical specifications for departmental systems.
3. Confer with primary database users to determine information systems modifications and adjustments, including hardware or software, needed to trouble shoot problems and increase departmental productivity.
4. Maximize the department's connectivity and use of software through designing spreadsheet and word processing macros; developing databases; extracting data from existing server databases.
5. Develop and maintain database structure documentation utilizing ISD standards for data management. Enforce ISD standards for data management.
6. Develop database applications and supporting programs in various languages such as SQL, Visual Basic, Access DB, etc.
7. Provide general support assistance to the Website Manager. Promote the use of the web within the department. Assist departments with possible approaches and use of the web to facilitate internal/external processes and information flow.
8. Develop work plans and schedules for assigned projects. Act as project manager and assure that department resources are fully optimized and that all timelines are met.
9. Serve as a member of the department management team. Evaluate performance and program effectiveness and recommend action for improvement as necessary.

10. Participate in department/division/section operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.
11. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
12. Serve as a model for accomplishing City's vision and goals. Model and promote an environment that supports the highest quality results. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
13. Represent the City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
14. Produce an acceptable quantity and quality of work that is completed within established timelines.
15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Support and respect diversity in the workplace.

Other Functions

1. Assist with personal computer and LAN issues/problems as assigned.
2. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.
3. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of the principles and practices of database structure and design and database management.
- ◆ Advanced knowledge of the principles and practices of database management.
- ◆ Working knowledge of the principles and practices of windows based and web based computer programming.
- ◆ Working knowledge of application development tools.
- ◆ Working knowledge of the functions and processes of the assigned department.
- ◆ Working knowledge of business/information engineering tools.

- ◆ Working knowledge of the principles and practices of business process analysis and business application design.
- ◆ Working knowledge of web servers and internet/intranet site structures.
- ◆ Working knowledge of tools, languages and systems used to develop, design and publish Web sites and Web pages
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to database development and management.

Skills/Abilities Required

- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong skills in project management.
- ◆ Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers, and the general public.
- ◆ Strong ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and general public.
- ◆ Advanced ability to apply excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Expert ability to use word processing, spreadsheet programs or other application software as required for position.

Minimum Qualifications Required for Entry

Bachelor's degree in business, computer technology or a related field, and 3 years experience in business process analysis and application design, (and, if matrixed to a department basic knowledge of that department's functions), or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen for long periods in a day; daily precise control of fingers and hand movements; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

Classification History

Classification reinstated: December 2002

Revised: 11/04

Revised: 1/1/09

Status: M2

FLSA: Exempt

Department Head Signature

Date

Human Resources Signature

Date